

**SUPERVISORY
RECREATION SERVICES
ADMINISTRATOR
GS-1101-11**

**QUALITY OF LIFE
DEPARTMENT**

INTRODUCTION

This position is located in the Recreation Services Division at Naval Air Station, Lemoore, California. The incumbent of this position provides assistance to the Quality of Life Director in management of programs and services such as the Outdoor Adventure Program, Coffee Shop, Cyber Center, Crafttech Hobby Center, Theater, Auto Hobby Shop, Car Wash, Vet Clinic, Y-COMM Office and Information, Tickets and Tours Program. Programs serve approximately 6,000 active duty military and 17,000 eligible dependents, retirees, reservists, and DoD civilians.

QOL employs approximately 240 personnel in NAF and APF full-time, part-time and flexible schedule positions.

MAJOR DUTIES AND RESPONSIBILITIES

35% - Serves as a special assistant to the QOL Director with primary duties as the division director of the Outdoor Adventure Program, Coffee Shop, Cyber Center, Crafttech Hobby Center, Theater, Auto Hobby shop, Car Wash, Vet Clinic, Y-COMM Office and Information, Tickets and Tours Program.

Plans and directs the work of the division to meet established priorities, schedules, projects and department mission. Reviews completed work, answers questions and explains job requirements. Prepares written performance standards, appraises work being performed on a continuing basis and prepares performance ratings. Determines training requirements, develops training plans, ensures required training is completed and evaluates effectiveness of training. Works with the Business Division to schedule training. Makes selections and recommendations for vacant positions as well as recommendations on promotions, details, and/or reassignments. Signs time and labor cards, approves/disapproves leave and initiates new, revised or amended position descriptions as necessary to assure currency and accuracy and compliance with sound position management principles. Counsels employees, adjusts informal complaints and grievances through discussion with employee and union representatives. Initiates disciplinary action as needed. Ensures that employees observe regulations and rules on housekeeping, conduct and safety. Ensures good employee/management regulations and actively supports adherence to equal employment opportunity policies. Promotes full realization of equal employment opportunity through continuous participation in the Station's Affirmative Employment Programs Plan for minorities and women with assertive efforts in the accomplishment of goals established to overcome underrepresentation. Responsible for maintaining an environment free of discriminatory practices for all employees with regard to equal employment opportunity, fair labor practices and all rules and regulations applicable to nonappropriated fund programs. Works within, and ensures that subordinate supervisors work within the framework of DoD NAF Federal Civil Service personnel rules and regulations as administered by the Human Resources Department.

25% - Assists the QOL Director in the development and execution of recreation and other quality of life programs at NAS Lemoore. Participates in the planning and direction of a comprehensive recreation and social program and assists in the overall management and administration of day to day operations of all quality of life programs. Serves a member of various advisory groups, taking input to evaluate and improve quality of life program services.

Recommends technical, administrative and management policies, plans and procedures for the QOL program. Interprets and implements Federal Navy policies and directives and informational materials to establish operating criteria, procedures and techniques for stimulating and maintaining interest in QOL programs. Conducts patron service surveys and devises and develops criteria and methods for evaluation of QOL programs.

30% - Incumbent exercises daily direction and administrative and technical supervision over the Recreation Services Division activities, assuring an overall sound economical operation through effective

pricing, innovative marketing, and effective use of resources and facilities. Analyzes and evaluates quality, adequacy, effectiveness of progress of programs for the division.

Participates in development and justification of the budget. Reviews common purchasing arrangements, accounting systems and financial goals for the division to ensure compliance with Navy regulations and to maintain financial material integrity.

10% - Ensures that all program elements are in compliance with the Federal Government's internal control program. Incumbent performs, or supervises the performance of annual management reviews and vulnerability assessments. Incumbent must be alert to, and provide adequate safeguards for, assets of division.

Incumbent responsible for the condition of facilities assigned to the division. May participate in planning sessions with Public Works in regards to facility renovation and minor construction projects for division.

Ensures establishment of a comprehensive safety program to ensure the well being of division employees and patrons that utilize QOL facilities assigned to the division. Ensures that managers and supervisors are held accountable for all safety practices and provides timely responses to employee reports of working conditions. Participates in planning of safety inspections and audits, ensuring deficiencies are corrected as required. Works with the Safety Officer to resolve major safety deficiencies. Ensures all food sanitation regulations are strictly enforced within any food handling operations of the division. Ensures timely and effective correction to any food sanitation discrepancies ensuring inspection responses are processed accurately and timely.

May be appointed to act as QOL Director for brief periods of absence.

KNOWLEDGE REQUIRED

Knowledge of business practices, methods, and processes as they relate to management of recreational facility and small scale food and beverage operations, including Outdoor Adventure Program, Coffee shop, Cyber Center, Theater, Auto Hobby Shop, Car Wash, Vet Clinic, Y-COMM Office, and Information, Tickets and Tours Program.

Knowledge and skill in short term and long term Navy appropriated and nonappropriated fund budget preparation and implementation.

Skills in the supervision and leadership of Navy employees ensuring compliance of EEO program goals and safe work practices.

Knowledge of laws, regulations and ordinances related to , construction, procurement, taxes and labor.

Ability to negotiate with diverse groups such as patrons, advisory committees, vendors, employees, command officials, and higher management.

Skill in human resource management and ability to provide quality leadership in a service operation.

Ability to communicate effectively orally and in writing.

SUPERVISORY CONTROLS

Incumbent reports to the QOL Director. Incumbent is expected to exercise considerable independent judgement and discretion in managing QOL programs and planning the facilities maintenance functions. May represent the department in negotiations with department heads, their staffs, customers, and

contractors on financial, maintenance, and QOL program issues. Work customarily receives little cursory review for compliance with Navy directives upon completion.

GUIDELINES

Guidelines include Navy Recreational Services Manual, local directives regarding station policy and regulations, and numerous higher-level directives pertaining to alcoholic beverage control, NAF and APF personnel management, funding procedures and management, and QOL activity regulations. Guides are general in nature and the incumbent must interpret and adapt them for local application, ensuring that deviations do not conflict with the intent of the directive. Guidelines for day-to-day operations of all facets of the department are not available and must be developed internally.

COMPLEXITY

The incumbent must manage with efficiency, sound judgement, and effectiveness multiple programs, activities, and facilities. Funds and revenues are generated or received from many sources, including grants and subsidies from the major claimant and the headquarters element. The incumbent manages personnel at many levels of skill and professional expertise and must ensure the facilities with their diverse environments are properly staffed to satisfy patrons. Work requires proficiency in a variety of specialized fields with continuous review and evaluation of management data, operating procedures for compliance with regulations, prospects for facility improvements and improved customer relations, safety and sanitary conditions, and any deficiencies thereof. Facilities operate variously in the hours between 0600 and 0200. Holiday, seasonal, and weekend operations are important in recreational functions and generate considerable revenue while causing special staffing problems. They may vary from time to time, according to facilities available to being constructed, and the season of the year. Personnel management is exceptionally demanding due to varied rules applied to civil service employees and various classifications of NAF employees. Incumbent must be knowledgeable in all applications.

SCOPE AND EFFECT

The work involves planning, developing, scheduling, coordinating, monitoring, and managing a wide variety of programs, regulations and functions of quality of life programs and facilities. Results of the incumbent's work affects the prosperity of the facilities that are governed by patron participation. By evaluating services, and developing and implementing programs and instructions for improvement, the incumbent enhances the morale of authorized patrons, their dependents and guests.

These programs and facilities afford an opportunity for participants to express themselves through activities they choose individually and which will strengthen their ability to develop their capacities for adjustment and achievement in a group. Accomplishment of this mission is essential to the effective management of human resources by increasing productivity or performance, and directly contributes to the retention of Navy personnel. Failure to carry out properly the responsibilities of the position denies adequate recreational advantage and opportunities of Navy personnel (both active and reserve) and their dependents and may result in lowering their morale and well being thereby impacting their readiness.

PERSONAL CONTACTS

Contacts are with program participants, employees, members of the general public, station staff, volunteers, local business people and all others with an interest or impact on quality of life programs. Contacts will include BUPERS support staff, the QOL Director and other QOL/MWR organizations.

PURPOSE OF CONTACTS

Contacts are for exchanging information, coordinating functions, implementing or defending management regulations, soliciting funds, and eliciting cooperation from subordinates, peers, and

superiors in order to improve services and achieve the maximum degree of patron satisfaction.

PHYSICAL DEMANDS

Incumbent may be required to work long hours at undesirable times. Widespread location of facilities requires considerable walking and/or driving. On occasion, lifting and carrying of moderately heavy objects, standing bending, stooping, and climbing is required. There may be exposure to galley hazards.

WORK ENVIRONMENT

Duties are performed in an office, in various recreational facilities as well as outdoors. Work area is usually adequately lighted, heated, and ventilated, but special events may require being outdoors during inclement weather.